

Jane Scharf
249 Presland Rd
Ottawa, ON

Jared Holbrow
Director of North American
Dealer Development
282 King Street, Unit 1
Barrie, Ontario L4N 6L2
Toll Free: 1-844-205-8008 Ext 231

January 24, 2025

Subject: Request for Refund – Defective Matrix Nexa Vehicle

Dear Mr. Holbrow,

I am writing to address the ongoing issues with the Matrix Nexa vehicle I purchased from your dealership on December 19, 2024 delivered December 26, 2025. From the very first day, the vehicle exhibited performance issues that rendered it unable to operate as advertised.

Specifically, the vehicle initially ran at full speed but would quickly lose performance, unable to exceed 10 mph, despite being advertised to achieve speeds up to 30 mph. If I went more than ten or turned on the heat it would show a distress signal red bar on the left and an empty gas signal icon on the right. Yet when there was no heat and no acceleration the battery bars showed full. These issues persisted even when the emergency brake was disengaged. The first time driving in the day speed was fine but after a few miles performance would decline. Additionally, the vehicle stopped completely on the second day of use and only resumed operating properly after cooling down, leading me now to suspect an overheating issue.

I promptly reported these concerns to your dealership upon delivery, initially believing I might not understand how to properly operate the vehicle. After a few days, it became clear that the vehicle had mechanical issues, and I began to pursue repairs. Despite my efforts, I did not receive warranty service for nearly a month. You indicated the company Derand in Ottawa would provide repairs but when I called them, they said they only services the vehicles they sell. You did not offer any service yourself until January 20, 2025, when I requested a refund and informed you of my intent to dispute the purchase through my credit card if the matter was not voluntarily resolved.

The delay in addressing my concerns, after the unsuccessful involvement of a local dealer who declined to service my vehicle, highlights a lack of timely and effective action.

While I acknowledge the repairs you have performed after picking up the vehicle, I remain unconvinced that the root cause of the issue has been resolved. Specifically:

- The problem began on the first day of ownership, indicating a pre-existing defect.
- The claim that someone tampered with the vehicle is inconsistent with the timeline, as the issues were present immediately upon delivery. There was no tampering.
- The persistent performance issues suggest an intermittent or heat-related fault that was not adequately addressed during short-term testing.

Given these circumstances, I am formally requesting a full refund of the purchase price of the vehicle. The Matrix Nexa has failed to meet reasonable performance expectations from the outset, and the delays in addressing these issues, along with attempts to shift blame, have eroded my confidence in this product.

I trust you will resolve this matter promptly. Should I not receive a satisfactory response within seven (7) days, I intend to escalate the matter by filing a formal dispute with my credit card company and pursuing additional legal remedies.

Please confirm your intention to resolve this issue by contacting me directly at **613-884-9065** or mjslegalservices@yahoo.com.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jane Scharf', with a stylized, cursive script.

Jane Scharf